

PhoneAid Communications Corp.

3200 Gulf Breeze Pkwy
Gulf Breeze, FL 32563

Phone: (850) 602-9494
Fax No: (850) 602-9493

February 6, 2012

EB Docket No. 06-36

Marlene H. Dortch, Secretary
Office of the Secretary
Federal Communications Commission
445 12th Street S.W.
Washington, D.C. 20554

Received & Inspected
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FCC Mail Room

Dear Secretary Dortch,

In accordance with 47 CFR 64.2009(e); please find attached the Company's Annual Compliance Certificate for the previous calendar year, 2011. The Compliance Certificate includes the Company's:

- Statement explaining how its operating procedures ensure compliance with 47 CFR, Part 64, Subpart U
- A summary of all customer complaints received in the past year concerning the unauthorized release of customer proprietary network information (CPNI).

If you have any questions regarding this filing, please direct them to the undersigned.

Sincerely,



Angela Lemke
President / CEO

Enclosure

cc: Federal Communications Commission, Enforcement Bureau, Telecommunications
Consumers Division, 445 12th Street SW, Washington, DC 20554

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ANNUAL 47 C.F.R. § 64.2009(e) CPNI CERTIFICATION

EB DOCKET 06-36

Annual 64.2009(e) CPNI Certification for 2011

Date filed: February 6, 2012

Name of company covered by this certification: PhoneAid Communications, Corporation

Form 499 Filer ID: 827986

Name of signatory: Angela Lemke

Title of signatory: President / CEO

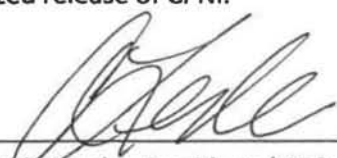
I, Angela Lemke, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. *See 47 C.F.R. § 61.2001 et seq.*

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements set forth in section 64.2001 *et seq.* of the Commission's rules.

The company has not taken any actions against data brokers in the past year.

The company has not received any customer complaints in the past year concerning the unauthorized release of CPNI.

Signed, _____



Angela Lemke, President / CEO

PhoneAid Communications Corporation

CERTIFICATE OF COMPLIANCE WITH PROTECTION OF CUSTOMER PROPRIETARY NETWORK INFORMATION RULES

Including:

Statement Explaining How Operating Procedures Ensure Regulatory Compliance

Summary of all Customer Complaints Received

Angela Lemke signs this Certificate of Compliance in accordance with § 222 of the Telecommunications Act of 1996, as amended, 47 USC 222, and 47 CFR 64.2009, on behalf of PhoneAid Communications Corp., (Company), related to the previous calendar year, 2011.

This Certificate of Compliance addresses the requirement of 47 CFR 64.2009 that the Company provide:

- A "statement accompanying the certificate" to explain how its operating procedures ensure compliance with 47 CFR, Part 64, Subpart U.
- An explanation of any actions taken against data brokers.
- A summary of all customer complaints received in the past year concerning the unauthorized release of customer proprietary network information (CPNI).

On Behalf Of The Company, I Certify As Follows:

1. I am the President / CEO of the Company, and therefore an officer of the Company. My business address is 3200 Gulf Breeze Pkwy., Gulf Breeze, FL 32563.
2. I have personal knowledge of the facts stated in this Certificate of Compliance. I am responsible for overseeing compliance with the Federal Communications Commission's (FCC) rules relating to CPNI.

Statement Explaining How Operating Procedures Ensure Regulatory Compliance

3. I have personal knowledge that the Company has established operating procedures that are adequate to ensure compliance with the FCC's regulations governing CPNI, including those adopted on March 13, 2007 in CC Docket No. 96-115.
4. The Company ensures that it is in compliance with the FCC's CPNI regulations. The Company trains its personnel how to safeguard CPNI. The Company maintains an Employee Handbook in its offices citing CPNI Docket No. 06-36. Employee Handbook is updated to account for changes in law, including the FCC's most recent changes to its regulations governing CPNI, adopted on March 13, 2007 in CC Docket No. 96-115.

5. All PhoneAid employees are required to sign a company non-disclosure agreement which safeguards employees from sharing, disclosing or using for personal gain customer related information.
6. Company personnel make no decisions regarding CPNI without first consulting with management.
7. The Company has an express disciplinary process in place for personnel who make unauthorized use of CPNI.
8. The Company's policy is to maintain records of its own sales and marketing campaigns that use CPNI. The Company handles all marketing and sales campaigns using CPNI in-house, never releasing CPNI information to any third-party. The Company maintains these records in its offices for a minimum of one year.
9. In deciding whether the contemplated use of the CPNI is proper, management consults one or more of the following: the applicable FCC regulations, and, if necessary, legal counsel. The Company's sales personnel must obtain supervisory approval regarding any proposed use of CPNI.
10. The Company complies with all FCC requirements for the safeguarding of CPNI, including use of passwords and authentication methods, and the prevention of access to CPNI (and Call Detail Information in particular) by data brokers or "pre-texters."
11. The Company has established a non-disclosure agreement for all employees regarding any and all proprietary information gathered and enforces strict disciplinary actions for any and all violations.
12. The Company has established a strict Shred policy whereas all CPNI information is shredded and disposed of in accordance with Chapters 119 and 257, Florida Statutes; Chapters 1B-24, 1B-26 and Florida Administrative Code Policy No. 0P-F-3.
13. The Company, on an ongoing basis, reviews changes in law affecting CPNI, and updates and trains company personnel accordingly.

Explanation of Actions Against Data Brokers

14. The Company has not encountered any circumstances requiring it to take any action against a data broker during the year to which this Certificate pertains.

Summary of all Customer Complaints Received

15. The following is a summary of all customer complaints received in the past year concerning the unauthorized release of CPNI: None.

16. The Company does not at this point have any specific information on the processes pretexters are using to attempt to access its Customer's CPNI.

Original signed by Angela Lemke

Date: February 6, 2012



Angela Lemke, President / CEO
PhoneAid Communications, Corp.